

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

97. (Currently amended) An integrated and secure system for conducting business over the public Internet by enabling a customer of an enterprise communications network to command and control the customer's switched communications connections within the network over the public Internet and to view results of any changes in the customer's connections over the public Internet, ~~said the~~ system comprising:

an object oriented protocol ~~for enabling encrypted that encrypts~~ interactive communications between ~~said the~~ system and ~~said the~~ customer over the public Internet, ~~said the~~ protocol invoked within a web browser executed by a workstation associated with the customer, ~~where the object oriented protocol supports to support~~ encryption, customer identification, authentication and network entitlements;

at least one secure web server ~~for managing that manages~~ secure customer sessions over the public Internet, ~~said the at least one~~ secure web server providing session management for the customer, ~~said the~~ session management including customer identification, validation, entitlements and encryption; and

at least one dispatch server ~~for communicating that communicates~~ with ~~said the at least one~~ secure web server and a plurality of system resources, ~~said the~~ dispatch server providing verification of system access and proxy generation for ~~said the~~ system resources after ~~said the~~ customer's entitlements have been verified;

~~said the~~ plurality of system resources including a network manager which manages routing of the customer's traffic over the communications network, and a view application to review network traffic, ~~said the~~ network manager and ~~said the~~ view application responsive to proxy requests from ~~said the~~ dispatch server, where the network manager and the view application enable the customer to command and control switched voice traffic resources and switched data traffic resources provided by the enterprise to the customer.

98. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, ~~wherein said~~ where the switched voice traffic resources include switched toll free voice traffic resources and ~~said the~~ network manager includes a toll free network manager application responsive to proxy requests from ~~said the~~ dispatch server to enable the customer to command and control routing of switched toll free voice traffic.

99. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, ~~wherein said~~ where the switched voice traffic resources include switched call center voice traffic resources and ~~said the~~ network manager includes a call manager application responsive to proxy requests from ~~said the~~ dispatch server to enable the customer to command and control routing of switched voice traffic between call centers.

100. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, ~~wherein said~~ where the network manager includes an outbound network manager responsive to proxy requests from ~~said~~ the dispatch server to enable the customer to command and control switched toll traffic.

101. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, ~~wherein said~~ where the view application includes a reporter responsive to proxy requests from ~~said~~ the dispatch server to enable the customer to generate reports on switched voice communications in ~~said~~ the network.

102. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, ~~wherein said~~ where the reporter for generating reports on the switched voice communications in ~~said~~ the network includes a real time reporter for generating reports on network traffic in near real time.

103. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, ~~wherein said~~ where the reporter for generating reports on the switched voice communications in ~~said~~ the network includes a real time reporter for generating reports on outbound network traffic in near real time.

104. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, ~~wherein said~~ where the reporter

for generating reports on the switched voice communications in ~~said the~~ network includes a reporter for generating history reports on ~~said the~~ switched voice communications occurring during preselected periods of time.

105. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, ~~wherein said~~ where the reporter for generating reports on the switched voice communications in ~~said the~~ network includes a report manager application for enabling a customer to generate reports for a plurality of switched voice communication applications and an in-box manager application for communicating the reports to the customer.

106. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, ~~wherein said~~ where the reporter for generating reports on the switched voice communications in ~~said the~~ network includes a priced call application for enabling a customer to generate priced reports and invoices for a plurality of switched voice communication applications.

107. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, ~~wherein said~~ where the customer's switched communications connections includes switched data traffic connections and ~~said the~~ view application includes a broadband view application for generating reports on data relating to switched data traffic.

108. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, ~~wherein said~~ where the system includes an in-box application for storing and forwarding reports to the customer on data relating to the customer's switched voice and data traffic.

109. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, ~~wherein said~~ where the system includes an event monitor application for storing and forwarding alarms generated with respect to the customer's traffic over the communications network.

110. (Currently amended) An integrated and secure system for conducting business over the public Internet by enabling a customer of an enterprise communications network to modify the customer's switched voice communications connections within the network over the public Internet and to monitor results in near real time over the public Internet, ~~said the~~ said the system comprising:

an object oriented protocol ~~for enabling encrypted that encrypts~~ interactive communications between ~~said the~~ said the system and ~~said the~~ said the customer over the public Internet, ~~said the~~ said the protocol invoked within a web browser executed by a workstation associated with the customer, ~~where the protocol supports to support~~ customer identification, authentication and network entitlements;

at least one secure web server ~~for managing that manages~~ secure customer sessions over the public Internet, ~~said the at least one~~ said the at least one secure web server providing session

management for the customer, ~~said the~~ session management including customer identification, validation, entitlements and encryption; and

at least one dispatch server ~~for communicating that communicates~~ with ~~said the at least one~~ secure web server and a plurality of system resources, ~~said the~~ dispatch server providing verification of system access and proxy generation for ~~said the~~ interactive communications after ~~said the~~ customer's entitlements have been verified; and

~~said the~~ plurality of system resources including a toll free network manager which manages routing of the customer's toll free voice traffic over the communications network, and a real time monitor which provides near real time monitoring of network traffic, ~~said where the~~ toll free network manager and ~~said the~~ real time monitor ~~responsive respond~~ to proxy requests from ~~said the~~ dispatch server ~~and to enable the customer to~~ manage the communications network resources provided by the enterprise to the customer in near real time.

111. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 110, ~~wherein said where the~~ system further includes a single order entry application as one of ~~said the~~ plurality of system resources, ~~wherein said where the~~ order entry application enables a customer to identify and authenticate a plurality of users with distinct toll free call manager entitlements, and to modify ~~said the~~ entitlements from a single point of customer identification and authentication.

112. (Currently amended) The integrated and secure system for conducting

business over the public Internet as claimed in claim 111, ~~wherein said~~ where the system further comprises an E-Billing application which enables electronic business transactions to pay for ~~said the~~ services, ~~said the~~ order entry and E-Billing applications responsive to proxy requests from ~~said the~~ dispatch server to enable the customer to manage and pay for the communications network services provided by the enterprise.

113. (Currently amended) The integrated and secure system for conducting business over the public Internet claimed in claim 110, ~~wherein said~~ where the system further includes a client view application for generating historical reports of data relating to calls on ~~said the~~ communications network.

114. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 110, ~~wherein said~~ where the system enables invoice generation and electronic payment for pre-selected calls over the public Internet in response to a request from the customer.

115. (Currently amended) An integrated and secure method for conducting business over the public Internet by enabling a customer of an enterprise communications network to command and control the customer's switched communications connections within the network over the public Internet and to view results of any changes in the customer's connections over the public Internet, ~~said the~~ method comprising:  
~~providing an object oriented protocol to enable encrypted~~ encrypting interactive communications ~~between said system and said~~ with the customer over the public Internet

through an object oriented protocol, ~~said the~~ protocol invoked within a web browser executed by a workstation associated with the customer, where the protocol supports to support encryption, customer identification, authentication and network entitlements;

~~providing at least one secure web server to manage~~ managing secure customer sessions over the public Internet ~~by at least one secure server~~, ~~said the~~ at least one secure server providing session management for the customer, ~~said the~~ session management including customer identification, validation, entitlements and encryption;

~~providing at least one dispatch server to communicate~~ communicating with ~~said the~~ at least one secure [[web]] server and a plurality of system resources through at least one dispatch server, ~~said the~~ at least one dispatch server providing verification of system access and proxy generation for ~~said the~~ system resources after ~~said the~~ customer's entitlements have been verified, where the plurality of system resources include a network manager and a view application: [[and]]

~~providing said plurality of system resources, said system resources including a network manager which manages~~ managing routing of the customer's switched voice traffic and switched data traffic over the communications network with the network manager: [[,]] and

providing the [[a]] view application to review network traffic: [[,]] ~~said where the~~ network manager and ~~said the~~ view application are responsive to proxy requests from ~~said the~~ dispatch server [[to]] and enable the customer to command and control the communications network resources provided by the enterprise to the customer.